Portal User Group Meeting

December 11, 2013

Agenda

- Welcome
- Business Portal
- Website Accessibility
- Service and Software Updates
- Reminders

Welcome

Portal Management Group

- Angela Taetz – Manager
- Mario Mezzio
- Margie Hasen
- Vacant Position
- Craig Mollison –Backup

Business Portal

Angela Taetz

Business Portal

- RFP released June 2012
- RFP Selection Team selected a preferred vendor in September 2012
- Contract negotiations began in early 2013
- Contract and exhibits were submitted to the Attorney General's Office in September
- Expect to have contract signed before end of 2013

Business Portal

- First priorities when contract is approved
  - Get new Web Content Management system
  - Update the CT.gov website and create a new Business Portal (including new templates and content)
  - Implement the first revenue-generating application
  - Open Data Portal (Launch in Feb 2014)

Business Portal

What it means to agencies:

- There will be new agency templates based on CT.gov design
- Agency sites will be migrated to the new web content management system
- Vendor will be maintaining CT.gov site and will be marketing all agency state services that will help drive traffic to CT.gov
- Agencies will be able to request eGovernment Services from the vendor at no cost to agency

Business Portal

Governance

- There will be a governance authority that we are calling the "Portal Review Committee"
- This committee will be one of the functions of the "Information and Telecommunication Systems Executive Steering Committee" established in SB 111
- The Committee will set the priorities of the agency requested projects
- The Finance Advisory Committee (FAC) will approve any fee's that will be passed to users

Business Portal

Proposed Target Dates (based on contract being awarded)

- New web content management system purchased by end of 2013
- Launch of updated CT.gov site including Business Portal – 3rd quarter 2014
- Agency migrations to new system - TBD

Business Portal

- We have started a queue for agencies that have delayed projects until the new system is in place
- We will continue to add to the queue any agencies interested in being one of the early implementers of the new system
- Once contract is awarded we will formalize the process to get into the queue with an online form
- Start keeping track of eGovernment applications you may have customers asking for but you don't have the funds or resources to create
- More information will be provided once contract is awarded

Business Portal

For agencies that want to get on Ektron sooner

- We are considering option of sub-contracting with an Ektron partner but it would have to be at agencies expense
- Are there any agencies interested in exploring this option?

Open Data Portal

- Easy-to-use tools for publishing and updating data from spreadsheets, file systems, transactional databases, and real-time data sources.

- Empower designated agency staff to publish data. No special skills required

Open Data Portal

Guidelines for Publishing Your First Open Data Sets

1. Publish data sets that help fulfill our Agency's mission and goals
2. Publish data that is already (or easily) available and organized
3. Publish the information Citizens and Developers are asking for

Open Data Portal

- Examples
- http://www.oregon.gov/OSMB/Pages/access/access.aspx
- https://data.maryland.gov/
- https://data.cityofchicago.org/

Website Accessibility Reminders

Pam Casiano

Website Accessibility

- Social Media
- Video Captioning
- Website Accessibility Policy

Social Media

- Additional source for communicating
- All content should be on your main portal site
- Make accessible
- Resource: http://www.howto.gov/social-media

Video Captioning

- Videos on your site must be captioned
- No State Approved Vendor for Video Captioning at this time
- Use a 508-Compliant Video Player

Video Players

- **Embedded vs. Stand-Alone Video Players**
- There are two basic options to play online video:
- An **embedded player** that works with your Web browser, or
- A **stand-alone software** option that you download or install; it plays outside your Web browser.
- Video sharing sites, such as YouTube, in addition to the wide distribution of Adobe Flash (video playing component) on personal computing devices, have made embedded players very popular. However, stand-alone players offer some advantages and are widely used.

Browser Embedded Players

- Browser embedded players are built into Web pages, generally with Adobe Flash, Microsoft's Silverlight, and HTML5. Videos displayed by these code-based players can be "shared" or embedded in other Web pages. The accessibility of embedded players varies.

- While many embedded players support Timed Text and other caption formats, few also support audio descriptions or have accessible player controls. Examples of popular players are JWPlayer, FlowPlayer, and ccPlayer.

Stand-Alone Software

- Stand-alone video players are separate programs that operate outside the Web browser. Stand-alone players have several advantages concerning accessibility:

- Captions and player controls are standardized for the player (users don't have to re-learn controls for each new player as they would with embedded players).

- Stand-alone video players may have more features.

- A user can view online and locally stored media, while an embedded player is generally used for online media.

- Examples of stand-alone software video players include iTunes, Windows Media Player, QuickTime, and VLC (Videolan).

508-Compliant Video Players

- Caption: The [Workshop's video player](above) (above) supports captions and audio description tracks, and can be used with many assistive devices, with a few exceptions.

- While platforms like YouTube or Blogger, and some content management systems, have players built into them, if you're creating or maintaining your own website, you'll have to pick a player.

508-Compliant Video Players

- Some of the video players commonly used by federal government agencies are:
- JWPlayer—Supports audio descriptions
- Windows Media Player
- Drupal's MediaFront module/OSM Player—An open source player that is part of the Open Video Player Project and can be used with Drupal
- The WorkShop Media Player—Good out of the box; no add-ons required
- YouTube—Supports captioning files but not audio descriptions; not fully accessible

Video Captioning Resources

- [508-Compliant Video Accessibility Checklist](#)
- [How to use a 508-compliant video player](#)
- [YouTube Captions and Subtitles](#)
- [MAGpie (Win and Mac) - Free Captioning Software](#)
- Video captioning information from Howto.gov

State Website Accessibility Policy

- The first Universal Website Accessibility Policy was adopted on December 27, 1996.
- July 2000 with some revisions, CT adopted a state policy.
  - http://www.access.state.ct.us/policies/accesspolicy40.html
- May 6, 2008: Proposed Revision to State of Connecticut Web Site Accessibility Policy
- December 2013 - revising the policy to meet 508 standards as it includes social media.

Service & Software Updates
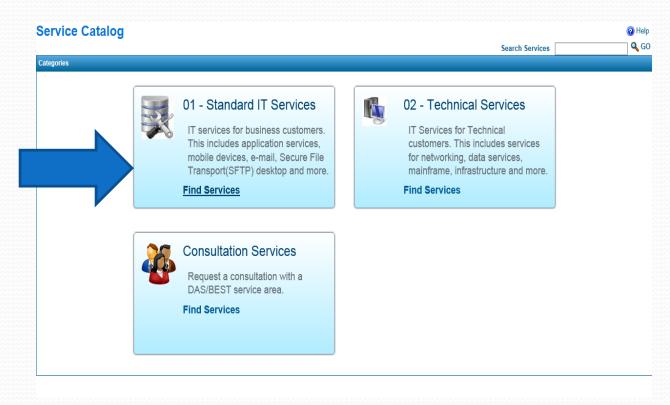
Mario Mezzio

Requesting Services

- New Help Desk Ticketing System
  - BMC FootPrints replaces Impact System
  - All Tickets need to be submitted from FootPrints
  - We still expect our agency primary contacts to submit tickets
  - Authenticate before accessing the system
  - Latest Version of Java installed
  - More Information
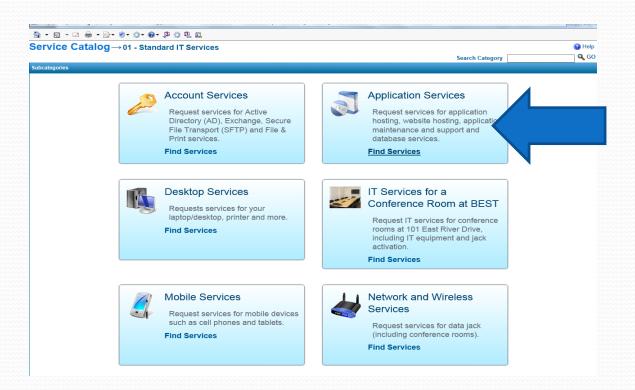   - http://www.ct.gov/doitservices/cwp/view.asp?a=1944&q=532680

Requesting Services

- If it is an emergency or you cannot access the form, contact the Help Desk by phone at (860) 622-2300
- If you feel the need to contact PMG directly, please email pmg@ct.gov

How to Submit a Ticket

- How to Submit a Ticket or Service Request using the new BMC FootPrints Application
  - Step 1: Login to the FootPrints Service Catalog Site
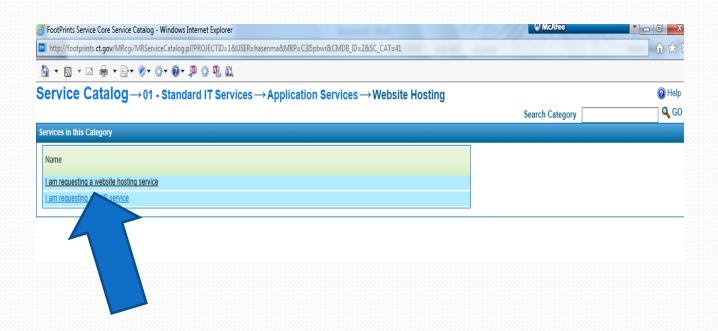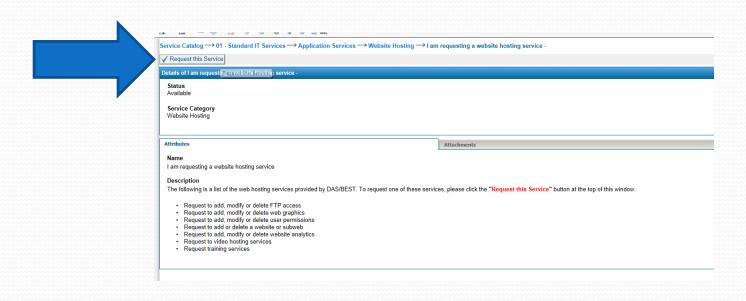   - http://footprints.ct.gov/MRcgi/MRentrancePage.pl

How to Submit a Ticket

- Step 2: Standard IT Services

How to Submit a Ticket

- Step 3: Application Services

How to Submit a Ticket

- Step 4: Request Website Hosting Service

How to Submit a Ticket

- Step 5: Request this Service

How to Submit a Ticket
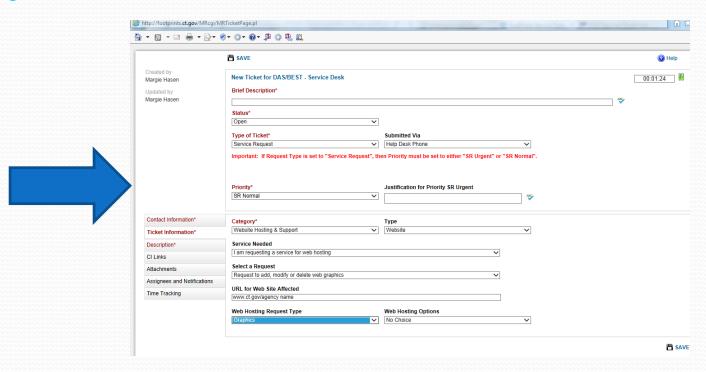
- Step 6: Fill out Ticket
-

DSF Users Site

- DSF Users site is designed to keep System Admin information available on the web

- http://seedeater.ct.gov/dsfusers

- You can find software and downloads to correct issues with DSF

  - Please check with the Portal Management Group before installing updates

Web FileManager Issues

- Web FileManager opens with No Files
  - Java not installed on machine
  - Download latest version of Java
- Security Warning Prompt
  - Java Security Settings are preventing Web-based Java applications from executing inside browsers without user confirmation
  - The security warning is coming from Java and not the DSF application.
  - Java is asking your permission to run the application that you are trying to open.
  - **"I accept the risk and want to run this app"** and then select Run
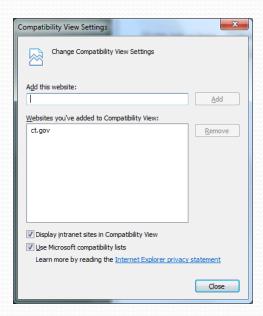
Web FileManager Issues

- Uploaded File Not in Web FileManager
  - Close Web FileManager and reopen
    - Java security settings causing the file not to appear
- Linking to a file using Relative Reference
  - Getting HTTP 404 error when linking from editor to a file on Web FileManager
  - About 5-6 users having issue. Cannot duplicate issue at BEST

Web Browsers

- Internet Explorer 9 and Internet Explorer 10
  - Download PPTHEdit.dll fix
  - http://seedeater.ct.gov/dsfusers
- Firefox and Chrome
  - Cannot be used to Administer DSF
  - Not State Standard
- Internet Explorer 11 release
  - Do Not download if possible
  - Users with IE10 setting set to install automatically

Web Browsers

- Internet Explorer 11 release
  - Issues with DSF Editor
    - Table Borders & Scrolling Bars
  - Add CT.gov domain in the Compatibility View Settings

Compatibility View Settings

Change Compatibility View Settings

Add this website:

Add

Websites you've added to Compatibility View:

ct.gov

Remove

☑ Display intranet sites in Compatibility View
☑ Use Microsoft compatibility lists
   Learn more by reading the Internet Explorer privacy statement

Close

Reminders

SurveyMonkey

- We have SurveyMonkey
- If you would like to create a Survey using SurveyMonkey:
  - Fill out a Work Request
  - Schedule time to come to BEST
  - PMG will provide basic training to create your survey
  - PMG will provide a workspace for you at BEST to create the survey

iStockPhoto

- Images from iStockPhoto.com are for website use only
  - They cannot be used for printed materials of any sort
  - They cannot be used on your Social Media sites
  - They cannot be stored on a shared drive
- Images are property and licensed to iStockPhoto.com
- Follow all copyright rules and laws

DSF Training (Basic)

- PMG is offering basic DSF training
- We are scheduling one class a month at DAS/BEST
- The classes are geared for new users or those that need a refresher
- New users will be given priority for the classes.
  - Returning users will be placed on a wait list and notified 1 week prior to the class if there is availability.
- If you have Content Admins who need this training, please submit a work request

DSF Training (Advanced)

- If you or your staff need advanced training (beyond the class offered), submit a Work Request, and we will schedule a one-on-one session

- Please note that our availability for these advanced training sessions may be limited due to other projects and deadlines

Housekeeping

- Clean out eAlert and Routing queues
- Some sites have hundreds of pages of eAlerts or Routing notifications
  - These are all stored in the DSF database
- Review/Clean your Website
  - Content
  - Admins
    - Remove Admins if they left agency

2014 Portal User Group Meetings

- April 2014
- August 2014
- December 2014

Questions & Comments